



# Virtual Gateway Provider Newsletter

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### Food Stamp Pilot Underway

The Department of Transitional Assistance (DTA) recently launched the pilot of an online Food Stamps application for consumers. This program allows individuals in the Fall River area who have access to the Internet to apply for Food Stamps through the Virtual Gateway.

This exciting new venture is the first program that provides the public the ability to enter and submit an application online. And because it's so easy to understand and use, it's expected that more people will be encouraged to apply for this important nutrition program.

The Virtual Gateway online Food Stamps application is accessible as part of the Eligibility Screening Survey available at [www.mass.gov/eohhs](http://www.mass.gov/eohhs). Applicants in the Fall River area are provided with a link to apply online. Incomplete applications can be saved and completed at a later date.

Once the consumer finishes and submits the application, DTA automatically receives it. All applicants are contacted by DTA for an interview to complete the application process. The online application is also accessible at [www.mass.gov/dta](http://www.mass.gov/dta).



### Virtual Gateway 1<sup>st</sup> Annual Report

The Virtual Gateway has published its first Annual Report! This report encompasses a wealth of information for all programs and services available through the Virtual Gateway including summaries, successes, and usage statistics. Check it out by clicking: [Virtual Gateway Annual Report](#).



### MassHealth Important Notice



An informational paragraph was recently added to MassHealth denial and termination notices **DENY-HCR** and **TERM-HCR** regarding dual determination for **MassHealth** and **Uncompensated Care Pool (UCP)**. The message reminds the member to read the entire notice and that UCP eligibility information appears after MassHealth eligibility information. This is to minimize applicant/member confusion.

**"IMPORTANT! This healthcare benefits notice has two parts. The first part tells about your MassHealth eligibility decision. The second part tells if you can get help from the Uncompensated Care Pool (Free Care Pool). Please read the whole notice to find out about your healthcare benefits."**

## Virtual Gateway Welcomes New Business Service

The Virtual Gateway would like to welcome the Department of Mental Retardation's new online program, **Mental Retardation Quality Management Systems**, to the Virtual Gateway. The Mental Retardation Quality Management System (HCSIS), is a web-based service that allows Service Providers and DMR to file clinical information and reports on incidents, medication occurrences, restraints, and investigations. DMR is in the process of rolling this new system out to over 5,000 users including agency staff, POS providers, human rights coordinators, state operated residences, etc. Welcome to the Virtual Gateway!

## Tips & Reminders

**Passwords:** Does your password need to be reset? Make sure you know your Pin number and keep it handy. When you call the Virtual Gateway Help Desk for help with passwords, you will need to provide your Pin. Check with your Virtual Gateway Access Administrator if you have any questions.

**Tip:** If you are editing a Common Intake application and remove a program from the list of programs applied for, don't forget to return to the Personal Information page for each member included on the application and update the *Applying for Programs* check boxes to correspond with the program change. Specifically, if a household member on the application is *not* applying for the selected programs, they need to have the *None* box selected:

Personal Information				
First Name:*	Middle Name:	Last Name:*	Suffix:	Name Type:*
Thomas		Quincy		Current Name
<b>Household Relationships:</b>				
This person is the*		Spouse	of Jannette Quincy	
<b>Applying for Programs (select all that apply):*</b>				
<input type="checkbox"/> MassHealth	<input type="checkbox"/> Food Stamps Benefits			
<input type="checkbox"/> Women, Infant and Children (WIC) Services	<input checked="" type="checkbox"/> None			

## Virtual Gateway Help Desk

The Virtual Gateway Help Desk Staff is here to assist you.

**800-421-0938**

**617-988-3301 (TTY)**

**9 AM to 5 PM, Monday – Friday**



### Contact Us

Virtual Gateway  
Help Desk

800-421-0938

(TTY: 617-988-  
3301)